

S o u t h o l d 2 0 2 0

The New Comprehensive Plan for the Town of Southold

HUMAN SERVICES CHAPTER

DRAFT August 10, 2012

Introduction and Background

Human services is an all-encompassing term relating to helping and supporting citizens to enable them to live more satisfying, autonomous and productive lives. This may include fulfilling basic needs such as food, housing and medical care or providing greater

*"It was in my heart to help a little,
because I was helped much."*

opportunities to support achieving self-sufficiency. Whether through direct intervention with human service providers or through access to knowledge, resources and programs, providing human services helps individuals, families, groups and communities to address and/or better cope with economic, health and social issues to promote greater functioning.

In addition to providing essential safety net services, human services foster community responsibility and social equity. The provision of human services values diversity and respect for people of different incomes, ages, abilities, races, ethnicities and cultures.

Local municipalities generally have a limited role in addressing human service needs as they rely on a larger infrastructure of government (federal, state and county) with enhanced funding to more efficiently and effectively provide services. In addition, private human service providers complement the efforts of government.

In 1965, Congress enacted the Older Americans Act (OAA), which is considered the major vehicle for promoting the delivery of social services to the aging population. Its mission was broad: to help older people maintain maximum independence in their homes and communities and to promote a continuum of care for the vulnerable elderly. In successive amendments to the OAA, Congress authorized programs to respond to specific needs at the local level." Community Focal Points" were designated as a central place for the development and delivery of social and nutritional services designed primarily for older persons.

In response to this legislation the Southold Town Senior Nutrition Program was established in 1974 at San Simeon by the Sound. Since then the program has broadened its network of services to meet the increased needs. In 1993, the Town of Southold purchased the Human Resource Center (HRC) and established the Southold Town Department of Human Services to serve as a Community Focal Point and to increase capacity for co-location and coordination of programs and services for town residents. In addition to the services provided directly at the HRC, the Center serves the community as resource for all human service needs by providing coordination with other public and private agency programs and services (see Appendix ____ for a list of services provided and coordinated).

The Human Services Chapter outlines the provision of services for the following:

- Senior Citizens
- Youth
- Individuals with developmental disabilities
- Individuals with behavioral health needs such as mental illness and/or substance abuse
- Victims of domestic violence
- Households experiencing poverty
- Unemployed and underemployed
- Medical and health services
- Lack of access to healthcare
- Underserved minorities who may lack resources or be discriminated against due to their minority status
- Recreational programs
- Housing

The chapter will also articulate services currently provided either directly by the Town of Southold or those provided by Suffolk County and private agencies; highlight unfulfilled needs that may need to be addressed in the future that are critical to the well-being of individuals, families and communities in the Town of Southold and assist the Town's Human Services department with ongoing planning for coordinated and integrated services.

Methodology

To understand human service needs and to establish goals and objectives for the chapter, the following tasks were completed:

- Establish and review an inventory of existing programs, services and resources that address human service needs
- Review of 2010 census data relevant to meeting human service needs
- Review of survey responses
- Stakeholder interviews with providers whose programs are relevant to meeting human service needs

Review of Existing Inventory of Human Services

A preliminary inventory and assessment of human service providers is attached within appendices "Human Services Template." A goal of the chapter is the development of a formal resource directory of agencies and services available to Town residents to address their human service needs.

Review of Census Data and ESRI Business Analyst Data

The 2010 U.S. Census along with other interpretative data utilized for the Comprehensive Plan provided relevant data in planning efforts towards addressing human service needs that can be found in the appendices. Most noteworthy are that 2/3 of the Town's year round population earn less than the median household income for Nassau/Suffolk and over 40% of the Town is age 55 or over.

Survey Responses

Survey responses were solicited from seniors and youth relating to human service needs, and used to help develop goals and objectives for this chapter. The survey responses appear within the appendices.

Stakeholder Interviews

Interviews were conducted with stakeholders to ascertain perceived human service needs. The Town's Human Services Director, Karen McLaughlin, provided information regarding the history of human services, Town funded services, challenges and trends. In addition the Human Services Director

facilitated a meeting to gather additional information for this chapter with the Town's Americans with Disabilities (ADA) coordinator, Lynne Richards, who also serves as the Town's Developmental Disabilities Coordinator Director.

On May 22, 2012 interviews were also held with organizations who currently receive (or have received) funding for "public services" from the Town of Southold's Community Development Block Grant. The organizations present were Family Service League, North Fork Early Learning Center, Robert Perry Day Care, Dominican Family Health System, Community Action of Southold Town (CAST) and Peconic Community Council. The array of services offered from these organizations include counseling, child care and afterschool programs, non-medical assistance to infirm elderly, sheltering the homeless, food pantry programs, etc. Human service providers were asked to describe their organization's history, population served, funding sources, services provided, challenges and unmet needs of their constituents and trends.

In preparation for the writing of the Housing Chapter, there was a discussion with the Director of the North Fork Housing Alliance, Tanya Palmore, regarding resident needs for subsidized housing such as Section 8 rental assistance.

Finally the Southold Youth Bureau board and Youth Advisory Council convened a meeting devoted towards strategic planning in preparation for the Human Services chapter. Board members and students developed a list of priorities for implementation (see below.)

The perceived human service needs identified through the stakeholder interviews were articulated as follows:

- The limited availability of public transportation impedes the ability of some residents to access services and programs.
- Due to the languid economic recovery employment opportunities are very limited for Town residents.
- The fiscal crisis facing Federal, State and County governments has negatively impacted human service provider budgets. This decrease in funding for human services has prompted

some providers to charge a fee for services (or increase fees for services) to many of the Town's most vulnerable residents.

- Housing is very expensive and despite its declining value it remains completely out of reach for most citizens with or without human service needs.
- Health care costs have sky-rocketed and policy changes to Medicare and Medicaid have impacted older and low-income residents. Many struggle to obtain accurate information regarding benefits, entitlements and supportive services
- Despite the significant increase of the Latino population, many human service providers do not offer Spanish-speaking staff and/or resources.
- Youth need a multi-purpose gymnasium and swimming pool complex including a teen center for afterschool activities. In addition, youth reported that they would like the Town to consider creating a Youth Court in conjunction with the Southold Police Dept.

Trends and Projections

- ***Increase in senior population***

Southold's year-round population continues to age. According to the 2010 U.S. Census, seniors 60 years of age or over increased 3.5% over the decade representing 1 in 3 people. Nationally one in eight Americans is over the age of 60. Outside of NYC, Suffolk has the second largest senior population in the state of New York. In 2010, 66% of all clients served by the Suffolk County Office for the Aging were 75 years of age or older. This population is most likely to have multiple and chronic health conditions and require a variety of services to remain safe and independent in the own homes. The growth of the senior population in Suffolk County and Southold Town has increased the demand for public and private community-based services by aging services network providers on the East End.

- ***Increase in second homeowners***

The number of homes identified as second (not a primary residence) has increased. Many second homeowners will retire in the future and make the Town of Southold their primary residence thereby increasing an already aging population of year-round residents.

- ***Decline in school-aged children,***

The number of families with school-age children is declining.

- ***Increase in Hispanic population***

The Hispanic population increased from 982 ten years ago to 2,382 according to the 2010 Census.

This 142.6% increase will require bilingual driven programs and services to assist this growing segment of the population.

- ***Decrease of funding from Federal, State and County governments***

As governments must do more with less there is less funding for human service programs and resources, whether to local governments and/or private non-profit charitable organizations.

- ***Increase in requests for food stamp assistance***

From 2007 to 2012, Suffolk County has witnessed an increase of 168% for households seeking assistance from the food stamp program, causing delays in processing.

- ***Decrease in household income***

When adjusting for inflation over the past two decades, median household income increased in five hamlets (Cutchogue, Greenport West, Laurel, Mattituck and Southold), however, the median household income actually decreased in the other half of the Town, including East Marion, Fishers Island, New Suffolk, Orient and Peconic. While the price of other goods – namely housing, fuel and groceries – has been steadily increasing, income levels have not been able to keep up.

- ***Decrease in childcare subsidies***

Subsidized childcare was a hallmark of “welfare reform” to help get parents back to work. Funding went from the federal to state to county governments to provide subsidies for childcare/daycare.

Due to significant funding cuts Suffolk County continues to change eligibility requirements making it far stricter to access payments as parents now must be at or below the federal poverty line. This harsh measure is counterproductive in assisting households nearing poverty as heads of households frequently cannot work without this assistance.

- ***Increase in incidents of domestic violence***

In addition to a correlation with substance abuse, incidents of domestic violence are exacerbated by diminishing economic opportunities. The East End's only provider of domestic violence services, the Retreat, reports a significant increase of calls for assistance on its multilingual hotline due to the ailing economy.

Funding of Human Services

The Town receives funding from various revenue sources to support human services(see Appendix for detailed list of funding sources and services). It is important to note that there is a trend for diminished funding for human services programs.

Human Service Needs of Residents

There are a myriad of human service needs for the residents of Southold. Fortunately many of these needs are currently addressed by existing Town and County programs as well as resources offered by private providers (hospitals) and non-profits. Because of Suffolk County's fiscal crisis, it is probable that funds will continue to diminish to aid human service needs. The Town too will be limited in its ability to fill in the gap however this could present opportunities to creatively and effectively deliver programs and services to address human service needs.

Goals and Objectives

1. Services for Seniors

Senior citizens comprise a major cohort within the Town of Southold and are valuable assets for the Town's growth and stability. Seniors are known for supporting local businesses and they provide a valuable contribution in volunteering their time and expertise towards Town Committees and non-profits services. To meet the needs of its citizens, the Town should continue to fund its rich array of programs and resources for seniors (see Appendix ___ for details) as well as seek to improve their lives through additional resources.

Goal 1.1 Sustain services for seniors

Objectives

1. Continue to provide the following program for seniors through the Town's Human Services Department
 - a. home-delivered meals
 - b. congregate meals
 - c. case management
 - d. residential repair
 - e. transportation for shopping and social events
 - f. medical transportation
 - g. entitlement counseling
 - h. wellness education
 - i. telephone reassurance to homebound
 - j. Caregiver support groups and counseling
2. Continue to provide social model (i.e. non-medical) adult day care services at Katinka House
3. Support medical model of adult day cares services at San Simeon by the Sound
4. Sustain the Town's collaboration with Eastern Long Island's Geriatric Center of Excellence as well as Suffolk County's New York Connects Program to avail of information and resources to benefit seniors

5. Continue to provide part-time services to seniors living on Fishers Island
6. Continue community outreach regarding vouchers for seniors to enable them to meet their nutritional needs through the New York State Senior Farmers Market Nutritional Program.

Goal 1.2 Enhance services to seniors

Objectives

1. Investigate funding opportunities to establish and/or partner with another provider to initiate Naturally Occurring Retirement Communities (NORCs) that foster aging in place with independence supplemented by human service agencies.
2. Investigate funding opportunities through New York State Office of Mental Health to continue providing mental health screenings to seniors and caregivers.
3. With Youth Bureau and schools, develop intergenerational programs with seniors that could assist with property maintenance such as leaf raking, snow plowing, etc..
4. With Suffolk County, improve access to benefits for eligible seniors through a shared electronic application process.
5. Create satellite nutrition services at Recreation Center in Peconic to improve access for seniors who live in hamlets farther east that will complement existing nutrition services in Mattituck.

Responsible Parties: Human Services Department and Southold Youth Bureau

Possible Partnerships: Eastern Long Island's Geriatric Center of Excellence, Suffolk County's New York Connects, San Simeon by the Sound, Peconic Landing, NY State Office of Mental Health, NY State Office for Aging, Island Health Project

Timeline for Implementation: 2015

2. Services and Programs for Youth

Youth are our future. Over the years, the Town has witnessed a decline of youth living in Town. In addition, many youth do not remain in the community after they graduate from high school due to limited employment opportunities and the lack of affordable housing.

Goal 2.1 Sustain services to youth.

Objectives:

1. Continue annual funding request with NY State Office for Children and Family Services for Youth Bureau funding
2. Continue annual funding request with Suffolk County Youth Bureau for assistance with operation of the Town's DARE program for elementary students
3. Support funding request for Family Service League's counseling program.
4. Continue to solicit funding for Summer Works program for youth.
5. Support efforts of the Southold Business Advisory program to provide job mentoring and job shadow experience with Town departments

Goal 2.2 Enhance services to youth.

1. Consider reconfiguration of human services personnel budget to re-allocate funding for designated youth programs (e.g. drop-in center, youth court)
2. With senior services, expand intergenerational programs for youth
3. Improve recreational opportunities for youth
4. Seek funding from private corporations to supplement programs for youth

Responsible Parties: Southold Youth Bureau, Human Services Department, Southold Police Department, Southold Recreation Center, Southold Parks, Beaches and Recreation Committee

Possible Partnerships: Suffolk County Youth Bureau, Family Service League, local schools, Island Community Center, Island People's Project, US Army Reserve Officer Training Corps (ROTC), Communities That Care, North Fork Alliance, Private Corporations

Timeline for Implementation: 2015

3. Employment

The Town of Southold, similar to the nation, is struggling to sustain and create employment opportunities amidst a serious economic decline. The current economic downturn has negatively impacted many households including those who rely upon housing construction and remodeling for employment

opportunities. In addition, funding for local government and schools continue to diminish that also contributes towards local unemployment.

Goal 3.1 Improve employment opportunities for Town residents

Objectives:

1. Co-locate employment counselors at the Human Services Department from Suffolk County Department of Labor to teach skills relating to job search, resume writing, interview skills, etc.
2. Host a monthly “job bank” with local employers seeking employees
3. Continue to solicit funding for student “summer works” program to provide employment opportunities for financially disadvantaged youth
4. On Town’s website, provide link for Suffolk County Department of Civil Service for employment opportunities.
5. Explore utilization of Suffolk County Office of Retired Executives (SCORE) to assist residents with employment search and retention

Responsible Parties: Human Services Department, Southold Youth Bureau and Southold Economic Development Committee

Possible Partnerships: Suffolk County Department of Labor, Suffolk County Civil Service, SCORE

Timeline for Implementation: 2014

4. Recreational and Cultural Opportunities

Recreational, educational and leisure activities evolve with time and it is important to remain current as well as satisfy the needs of a diverse population of seniors, youth, part-time residents, etc. Technological advances require that the facilities and activities remain compelling and instructional for all Town residents.

Goal 4.1 Provide for a variety of recreational, educational and leisure experiences and programs to meet the diverse needs of the community in an efficient and cost-effective manner.

Objectives

- 1) Issue annual surveys to assess parks and recreational needs of the community as well as facilitate focus groups.
- 2) Develop and enhance recreational programs based on responses from the community, including cultural programs (Peconic Lane Community Center.)
- 3) Partner with existing entities (East End Arts Council, Peconic Landing, North Fork Community Theatre, Southampton Cultural Center, Northeast Stage, etc.) that provide cultural programming to offer educational classes, performances, art exhibits, concerts and other leisure activities.
- 4) Enhance technological capacities of Recreation Center and Peconic Lane Community Center to promote cutting edge program offerings.
- 5) Work with Town's Director of Disabilities, and Family Residences and Essential Enterprises, Inc. to create additional cultural and recreational programs for developmentally disabled that could include youth volunteers.

Responsible Parties: Southold Recreation Department, Southold Parks, Beaches and Recreation Committee, Department of Data Processing and Information Technology, Planning Department, Southold Developmental Disabilities, Human Services Department and Southold Youth Bureau

Possible Partnerships: Peconic Landing, Fishers Island Community Center, Historical Societies, Libraries, East End Arts Council, North Fork Community Theatre

Timeline for Implementation: 2014

5. Transportation

Getting around the Town of Southold can be challenging for some residents as public transportation is limited. This mostly impacts low income families who cannot afford to purchase a vehicle, seniors who can no longer drive, youth who are not old enough to acquire a license, and individuals with disabilities.

Local public transportation is restricted to one bus line, the S 92, provided by Suffolk County Transit that travels from Orient Point and/or Village of Greenport to East Hampton. This bus generally operates every hour along Route 25, Monday through Saturday. Currently Suffolk County has extended service to include Sundays and holidays in the summer. Opportunities to transfer to other bus lines throughout Suffolk County exist, however there is often a prolonged wait time. In addition, Suffolk County Accessible Transit (SCAT) serves individuals with disabilities, however certain program limitations exist including the following: no door-to-door assistance (curbside only); pickup is limited to within $\frac{3}{4}$ mile from a Suffolk County Transit fixed bus route; and reservations are made on a first-come first-served basis and can't be made beyond a week in

advance. Travel by train is even more limited as the Long Island Railroad provides fragmented service at odd times that frequently does not coincide with work schedules.

Goal 5.1 Improve public transportation opportunities to enable residents to travel throughout Town and the County while also enabling employers the ability to attract employees without vehicles.

Objective

- Work with Suffolk County and New York State to increase public transit opportunities to include buses and trains (scoot trains), etc.

Goal 5.2 Expand transportation services to increase access to human service programs. (e.g. youth programs, developmentally disabled recreation programs).

Objective

- Explore the feasibility of repurposing town fleet vehicles for alternative uses that address transportation needs for human service programs.

Responsible Parties: Human Services Department, Youth Bureau, Southold Developmental Disabilities

Possible Partnerships: Suffolk County Office for Aging, Suffolk County Youth Bureau, Metropolitan Transportation Authority, Long Island Railroad, East End Transportation Commission, Southold Transportation Committee

Timeline for Implementation: 2016

6. Improve Opportunities for Households Living in Poverty

While most households in Southold do not experience poverty, a safety net must be in place to help those who struggle daily to survive as well as help households who precariously manage to subsist and meet their economic and healthcare needs. The impact of poverty on individuals and families has many ramifications to everyday life.

Goal 6.1 Continue the support of human services that remediate the impact of poverty to residents of Southold Town and Greenport Village.

Objective

- Continue funding of human services through the Town's Community Development Block Grant funds that provide assistance to food pantries, child care and afterschool programs, shelter to the homeless, counseling services, and other related programs.

Responsible Parties: Town Board, Human Services Department, Community Block Grant Reviewing Committee

Possible Partnerships: Family Service League, North Fork Early Learning Center, Robert Perry Day Care, Dominican Family Health System, Community Action of Southold Town (CAST), North Fork Parish Outreach, Suffolk County Office for Aging, Suffolk County Department of Health, Suffolk County Department of Social Services, Peconic Community Council, Catholic Charities, Island Harvest

7. Education about Human Service Programs

Many residents who could benefit from services are unaware and sometimes reluctant to ask about existing resources.

Goal 7.1 Expand awareness of and access to human services information and resources.

Objectives

- 1) Develop a comprehensive resource directory of human service agencies and resources
- 2) Continue to update and produce Youth Bureau Resource Directory
- 3) Host educational forums to inform public about resources
- 4) Expand distribution of information brochures and other print materials town-wide.

- 5) Use the Town's Website to post important information and to provide direct links to other human service agencies and resources Including local libraries
- 6) Coordinate with public and private community organizations and local media to inform residents of available services and resources
- 7) Feature an educational item on the Town's website (e.g. Did You Know...?) and in print media
- 8) Ensure that communications are developed in Spanish and other languages as needed

Responsible Parties: Southold Human Services, Southold Youth Bureau, Department of Information Technology

Possible Partnerships: Health Care Issues and the Elderly Committee, Family Service League, North Fork Early Learning Center, Robert Perry Day Care, Dominican Family Health System, Community Action of Southold Town (CAST), North Fork Parish Outreach, Peconic Community Council, North Fork Apostolate, College student intern, volunteers

Timeline for Implementation: 2014

8. Human Service Delivery and Coordination

Effective and efficient delivery of human services is crucial, particularly during challenging economic times when funding levels continue to decrease and needs increase. It is essential that all service delivery agencies, public and private, collaborate and continue to build strong interrelationships to maximize service delivery and minimize duplication of efforts and cost. In addition, more comprehensive data collection and on-going sharing of information is necessary as regional human service providers develop implementation plans and identify potential funding sources.

Goal 8.1 Continue efforts to provide for the coordinated, efficient and effective delivery of human services currently funded by the Town of Southold that integrate programs and reduce duplication of services.

Objectives

1. Develop a standardized reporting tool that can be utilized by service providers for more comprehensive program evaluation and planning. Data can also be used for grant applications and program development. Seek grant funds from the Long Island Community Foundation for development and implementation of standardized monitoring tool. Host workshops to invite human service providers to broaden their knowledge about more effective reporting and evaluation tools.
2. Schedule quarterly meetings with human service providers to enhance networking and information exchange.
3. For improved clarity for residents, consider renaming the “Human Resource Center” (sometimes referred to as “Senior Center”, “Nutrition Center”) “The Department of Human Services” (including signage, website, and other references to the department) to broaden an awareness of the diverse programs available to address human service needs.

Responsible Parties: Human Services Department and Southold Community Development Reviewing Committee

Possible Partnerships: Regional Non-profits, Long Island Community Foundation

Timeline: 2016

9. Assist Underserved Populations/Minorities.

Populations identified as underserved can benefit from additional assistance from the human service delivery system through education, access to resources, specialized programs, etc. Underserved populations may include Hispanics, African Americans, Women, Veterans, Victims of Domestic Violence, Sexual Minorities (gay, lesbian, transgendered), Physically and Mentally Disabled and others. (see Appendix ____ for detailed census data). Underserved populations may be more vulnerable and socially isolated because of their minority status. The Department of Human Services currently provides a “community services room” to allow greater access for all residents including the underserved populations.

Minorities may also become a target of discrimination in housing and employment. An extreme form of discrimination is bias crimes against minorities. The Town must exhibit a welcoming atmosphere for all underserved populations and affirm its zero tolerance for discrimination and bias.

Goal 9.1 Provide resources and programs that can benefit underserved populations.

Objectives

1. Expand opportunities to groups that service minorities to co-locate at the community services room. This could include Suffolk County Offices of Minority Affairs, Office for Women, and the North Fork Spanish Apostolate (bilingual resources).
2. Partner with the County's Minority Business Development Council and Women's Business Enterprise Coalition to increase business opportunities for minorities
3. Highlight information and resources in Human Service Resource Directory
4. Provide workshops for the Town and local businesses on federal mandates under the American's with Disabilities Act (ADA) and Rehabilitation Act
5. Promote literacy through enhancing the provision of English as a Second Language (ESL) services to minorities at Town sites and local libraries

Goal 9.2 Discourage and remediate acts of discrimination and bias.

Objectives

1. Host workshops for businesses on equal opportunity practices.
2. Sponsor educational forums on discrimination and bias.
3. Continue anti-bias education initiative with local schools.
4. Document and monitor incidents of hate crimes and bias acts.

Responsible Parties: Human Services Department, Southold Police Department, Southold AntiBias Taskforce, Economic Development Committee, Southold Youth Bureau

Possible Partnerships: Regional non-profits, Suffolk County Veterans Service Agency, Suffolk County Office of Minority Affairs, Suffolk County Office for Women, Long Island Gay Lesbian Bisexual and Transgendered Network, Long Island AIDS Coalition, North Fork Women for Women Fund, North Fork Women's Resource Center, The Retreat, North Fork Spanish Apostolate, Holocaust Memorial and Tolerance Center of Nassau County, Local Libraries

10. Behavioral Health Needs:

Behavioral health issues such as untreated substance abuse and mental illness can have a serious impact on individuals, their families and the community as a whole. Increased access to education and available resources in the community can provide greater opportunity for improved health and a better quality of life.

Goal 10 Coordinate and provide resources to address behavioral health issues and promote wellness.

Objectives

1. Partner with public and private service providers to host educational workshops at Human Services Department, Peconic Lane Community Center, etc. featuring speakers and resources on various topics relating to behavioral health needs (e.g. "understanding depression".) In addition, work with hospitals and providers to increase awareness of the availability of behavioral health services for Town residents.
2. Co-locate relevant human service providers relating to information and referral for behavioral health needs at the Human Services Department community services room.
3. Work with schools to prevent and address behavioral health needs of students.
4. Continue wellness seminars and workshops for seniors and caregivers with relevant topics (e.g. Alzheimer's disease, depression, dementia)

Responsible Parties: Human Services Department, Southold Youth Bureau

Possible Partnerships: Eastern Long Island Hospital, Peconic Bay Medical Center, South Oaks Hospital, Mental Health Association of Suffolk County, American Foundation for Suicide Prevention Long Island Chapter, Suffolk County Health Dept., Communities that Care, North Fork Coalition, Regional schools

Timeline for Implementation: 2014

11. Housing for Persons with Human Service Needs

Persons with human service needs have acute housing needs that may be different from the general population. Safe and affordable housing is vital to a community's stability. Many residents are in need of affordable housing, particularly low income individuals and families who rely on government subsidies.

Southold has an unusually large number of senior citizens where 40% of year-round residents are age 55 or older. This sizable segment of the population will require special forms of housing and assistance to make it possible for them to age in place and continue living in the Town. As the Town's population of retirees and senior citizens continues to grow, the need for a younger, stable workforce will also increase.

Goal 11.1 Provide additional diversified housing from existing stock in all of the Town's hamlets to help meet the needs of current year-round residents.

Objectives

- 1) Encourage the development of accessory apartments in existing barns and garages that can be renovated into small apartments for singles or couples or that allow the homeowners (retirees, etc.) to downsize.
- 2) Continue to work with the Family Service League to expand its HomeShare Long Island program, which provides affordable housing for both seniors and non-seniors generally in the form of rooms within existing homes.
- 3) Promote universal design elements in the building code to accommodate seniors ageing in place as well as persons with physical disabilities. Establish loans and grants from the Town's CDBG funding to convert larger homes from existing stock into units of affordable rental housing.

Responsible Parties: Housing Advisory Commission, Southold Senior Services, Building Department, Zoning Board of Appeals, Planning Board, Architectural Review Committee, Community Development Block Grant

Possible Partnerships: Suffolk County Economic Development and Workforce Housing, Suffolk County Office for Aging, Family Service League, Walsh Park Benevolent Association, Habitat for Humanity, Community Development Corporation of Long Island, Long Island Housing Partnership

Timeline for Implementation: 2015

Goal 11.2 Encourage the development of new diversified housing to help meet the needs of current year-round residents, including senior citizens (this sub-goal is also in

the Housing Chapter of this plan, along with more details on the housing needs of the Town).

Objectives

- 1) Develop units of moderate-income home ownership through the Town's inclusionary zoning policies, Suffolk County 72 H transfers (tax default properties), change of zoning to Affordable Housing District, partnerships with non-profit housing developers utilizing New York State HOME funding. This could include consideration of changing code to allow smaller size homes than had been previously envisioned (less than 850 square feet.)
- 2) Develop partnerships with non-profit housing developers to build age-restricted apartments using HUD's Section 202 funding.
- 3) Develop moderate-income home-ownership units (condos, etc.) with age restrictions through inclusionary zoning policies, change of zoning to Affordable Housing District, partnerships with housing providers.
- 4) Explore the feasibility of identifying potential locations that would be appropriate for higher density affordable housing that would be readily available to potential sponsors for development. Identification would be part of process of public meetings with Town Board, Planning Board and Housing Advisory Commission.
- 5) Support the development of assisted-living facilities in appropriate locations.

Responsible Parties: Housing Advisory Commission, Town Board, Planning Board, Zoning Board of Appeals

Possible Partnerships: Suffolk County Economic Development and Workforce Housing, Community Development Corporation of Long Island, Long Island Housing Partnership, Housing Urban Development, New York State Homes and Community Renewal, Walsh Park Benevolent Association, Community Land Trust of Southold, Private Developers, Independent Group Home Living, Inc., Aid for the Developmentally Disabled

Timeline for Implementation: 2018

12. Civic engagement and volunteerism

The implementation of human service strategies requires the engagement of Town residents to improve the condition of lives for individuals, families and neighbors. In addition, the heavy workload of helping others necessitates creating a dedicated base of volunteers to assist the Town and community service groups to help others improve their lives. In addition, volunteer efforts of local firefighters and emergency technicians are invaluable to the Town's safety and well-being.

Goal 12.1 Promote Civic Engagement and Volunteerism

Objectives

1. Facilitate an array of volunteer opportunities through community meetings with non-profits, hospitals, faith-based institutions, etc.
2. Develop “job descriptions” of positions available
3. Initiate a “Southold Community Service Day” with networking opportunities to enable potential volunteers to learn about opportunities.
4. Formalize a “Town of Southold Community Service” program for youth and the general population, especially retired seniors.
5. Continue Retired Senior Volunteer Program (RSVP) telephone assurance program to homebound seniors.
6. Continue provision of Elderlaw clinics for seniors.
7. Explore opportunities for free legal counseling for non-seniors.
8. Continue Town’s participation in providing community service opportunities with the Justice Court.
9. Where feasible, support efforts of Fire Departments that may assist their recruitment and retention of volunteers as well as enable teaching and re-certification,
10. Engage underserved minorities to increase their participation in civic affairs and volunteerism.
11. Promote mobile Town Board meetings throughout the community to increase access and citizen engagement.

Responsible Parties: Human Services Department, Southold Town Board, Southold Youth Bureau, Southold Justice Court, Southold AntiBias Taskforce

Possible Partnerships: Community Action Southold Town, Family Service League, North Fork Early Learning Center, Robert Perry Day Care, Peconic Community Council, Faith-based institutions, Eastern Long Island Hospital, RSVP, Peconic Bay Medical Center, Fire Districts, ROTC, Boy Scouts, Girl Scouts, Rotary Clubs, Lions Club,

Appendices to Human Services Chapter

Senior Services Program Statistics for 2011

- Senior Nutrition Programs:
 - * Home Delivered Meals = 27,041 meals * 201 seniors served
 - * Congregate Nutrition Program = 13,183 meals * 323 seniors served
- Emergency Preparedness Meals Program with Suffolk County Office for Aging
 - * 1,192 shelf stable meals provided to Southold seniors
- New York State Senior Farmers Market Nutrition Program = 100 booklets distributed to eligible seniors (\$2000 total value).
- Transportation services Regular Route to the Nutrition Center
 - * 8,408 passenger trips to HRC
 - * 2,095 passenger trips to Katinka House
- Demand Responsive/escort to essential medical appointments
 - * 656 passenger trips
- Weekly grocery shopping, banking, pharmacy trips
 - * 690 passenger trips
- Senior Adult Day Care Katinka House
 - * 17,126 hours of respite – 31 families served
- Monthly Caregiver Support Group
 - * 12 sessions with 118 participants overall
- In home visits and case management contacts for home delivered meals
 - * 208 initial/annual assessments + 126 six-month follow-up contacts
- Residential Repair Program
 - * 967 hours of service * 171 seniors served
- Smoke detectors donated by the Southold Town Fire Chiefs Council.
 - * 70 free detectors distributed to seniors with 40 installed through the Residential Repair Program
- Outreach and Education Programs
 - * 20 events/programs
- HRC Special Activities/Presentations for seniors.
 - * 30 events * 532 participants

- Information & Referral; benefits and entitlements counseling
 - * 1,155 contacts
- Health promotion/nutrition counseling
 - * 826 units
- Monthly Wellness Seminars with the Suffolk County Mental Health Association and Eastern Long Island Hospital.
 - * 12 programs were offered with 171 seniors participating in 2011
- East End Hospice – Bereavement Group
 - * 12 sessions
- Health Care Issues and the Elderly Committee
 - * 28 Community Service Agencies represented at regular monthly meetings chaired by the Director of Human Services

See the Southold Town website for more information on services and resources provided by the Human Services Department.

Funding source details for Human Services funding in Southold Town, 2012

Amount	Funding Source	Service
\$800,512	Southold Operating Budget	Senior programs
\$106,874	Suffolk County Office for Aging (SCOFA)	Senior programs
\$212,800	Participant contributions & fees	Senior programs
\$57,658	NYS Office for Aging passed through Suffolk County	Senior programs
\$109,603	US Dept of Health and Human Services passed through Suffolk County	Senior programs
\$9,527	Suffolk County Youth Bureau	Family Service League Counseling
\$6,876	New York State Division for Youth	Youth Bureau Administration
\$12,500	New York State Division for Youth	DARE (Youth Services & Recreation)
\$5,000	US Dept of Housing and Urban Development passed through Suffolk County	Robert Perry Day Care
\$5,000	US Dept of Housing and Urban Development passed through Suffolk County	Community Action Southold Town
\$5,000	US Dept of Housing and Urban Development passed through Suffolk County	Maureen's Haven
\$5,000	US Dept of Housing and Urban Development passed through Suffolk County	Senior Services Handicap Ramps
\$34,000	Southold Operating Budget	Developmentally Disabled Program

Appendices to Human Services Chapter (continued)

Survey Responses of Seniors and Youth

Survey of Senior Needs

In 2009, Southold Town Human Services in collaboration with Eastern Long Island Hospital conducted a senior community needs assessment to determine what major challenges seniors were facing within our community and the perceived barriers to continuing to live at home and in their community. 409 survey responses were received, including 17 from senior residents of Fishers Island (Fishers Island results were tallied separately and compared to results from seniors on the mainland.) Below are highlights of survey findings:

Mainland Southold:

- 34% had difficulty understanding health insurance and coverage;
- 35% had difficulty performing minor household chores;
- 31% had difficulty finding reliable and/or affordable help to perform those chores;
- 20% felt down or disinterested in activities;
- 24% had difficulty keeping up with medical costs;
- 41% identified accessing public transportation as not applicable; Comments from the survey suggest that seniors view public transportation as mostly non-existent in our area;
- 46% of caregivers reported difficulty dealing with agencies to get services

Fishers Island:

- 44% of respondents reported that seeing a physician is “sometimes a problem”
- 50% identified understanding health insurance as a problem
- 47% reported some difficulty keeping up with household chores/small repairs
- 33% reported willingness to ask family for assistance
- 50% reported needing help as caregivers in dealing with agencies to arrange help
- 100% reported that having someone to talk with (counseling) would be helpful
- 47% of seniors reported that knowing where to access information on services for seniors was sometimes a problem and 17.6% reported it was frequently a problem
- 53% reported having difficulty keeping up with medical cost

- 81% reported having the opportunity to socialize on a regular basis

In 2011, Suffolk County Office for the Aging conducted a needs assessment of Suffolk County residents sixty years of age and older. The survey asked participants to identify conditions that may limit their ability to remain in or return to their homes and to participate in family and community life. Five categories were presented; health, housing, income, transportation and home care/personal care. In an effort to reach the most vulnerable of the senior population, individuals in each of the ten towns identified as having low monthly incomes were targeted.

In total, 14,153 surveys were mailed to seniors and 3,755 or 26.5% were returned. Based on total survey responses, seven concerns were identified county-wide as significantly problematic. They include *income 70.1%*(affording heat and other utilities); *housing 60.40%* (maintaining their homes); *health 58.6%* (affording medical costs); *personal/home care 51.10%* (obtaining assistance with services and benefits); *personal/home care 50.30%* (knowledge of available services and benefits); *income 50%* (entertainment); *housing 49.4%* (affording property taxes). As a comparative assessment, nine focus groups were held throughout Suffolk County.

In Southold, 251 seniors received surveys and 73 or 29% responded. Areas identified as most problematic for Southold Town seniors in the sample group include; *housing 71.2%* (affording property taxes); *68.3%* (maintaining their home, performing maintenance/chores); *income 66.7%* (affording heat and other utilities); *health 66.7%* (affording medical costs); *home care/personal care 55.8%* (obtaining assistance with services and benefits for in-home care) and *51.5%* (knowledge of available services and benefits); *transportation 40.8%* (problem accessing public transportation) and *35.7%* (meeting medical transportation needs.)

Survey of Youth Needs

In late 2007 and early 2008 as the Town was in the process of creating a Youth Bureau it disseminated a survey to solicit responses from students and the general public to assess what want students and parents perceive as necessary to promote youth development. Below are the highlights of the survey.

Youth Surveys

Number Responses: 1341

Methodology: Aggregated “extremely and very interested” responses to determine level of interest and “somewhat and not interested” responses to determine those elements with the least interest to youth.

Results appear below in order of interest and disinterest:

Items of Greatest Interest to Youth:

Development of Recreational Facilities	1109
Recreational Activities	959
Employment Opportunities	836
Cultural Activities	834

Items of Least Interest to Youth:

After School Activities Center	855
Mentoring Programs	797
Promoting Positive Health	776
Community Volunteer Services	765

Youth Comments/Themes from Surveys:

Recreation: skate park, swimming pool, more recreation centers (e.g. Ys), airsoft field, bowling, paintball field, volleyball, dodge ball, basketball courts and track field (indoor)

Culture: community dances, art shows/galleries to highlight youth art, bands and dances, concerts, performance theatre and music

Other: several comments regarding need for busses and/or taxies to assist kids getting around without parents (e.g. take kids from schools to recreation center—after school center). Despite lack of survey response for after school activities center, several comments stating we need a place to hang out/community center.

Adult Surveys

Number Responses: 53

Methodology: Same.

Items of Greatest Interest for Youth:

Cultural Activities	51
Employment	47
Recreation	46
Safe Places to Hang Out	46

Items of Least Interest to Adults:

Gang Prevention Activities	25
Juvenile Delinquency Prevention	24
Behavioral Health	24
Physical Health	22

Adult Comments/Themes from Surveys:

Recreation: activities should be affordable and accessible, bus trips for kids under 16, activity clubs (rock climbing, biking, hiking, etc.).

Health/Behavioral Health: Best for schools to address, kids not interested to attend things regarding “dangers in life”,

Employment: Work with schools’ business advisory groups and local businesses to develop, kids who need jobs should be able to find on their own, hire kids as “youth workers” to address social service needs of teens, volunteer opportunities also needed.

Other: Parents need to get involved, drop-in center will not be effective if sponsored by Town—need other groups like CAST, activities and events should be focused towards families to do things together.

2010 Census Data

Total Population	21,968
Population by Sex/Age	
Male	10,809
Female	11,159
Under 18	4,139
18 & over	17,829
20 - 24	947
25 - 34	1,770
35 - 49	4,102
50 - 64	5,178
65 & over	5,431
Population by Ethnicity	
Hispanic or Latino	2,382
Non Hispanic or Latino	19,586
Population by Race	
White	19,769
African American	586
Asian	166
American Indian and Alaska Native	19
Native Hawaiian and Pacific Islander	24
Other	1,085
Identified by two or more	319